

Inside the Australian Mind

A master class for senior executives

- How do Australians experience China and working with Chinese?
- What are the common misperceptions and their source?
- What is unique about Australian culture?
- How can Chinese build trust and rapport in the face of these quite deep differences in thinking and behaving?

PROGRAM OVERVIEW

SESSION 1

- Developing the insight and objectivity that will help you look at China through Australian eyes
- The personal qualities and attributes that make us culturally adaptable and successful
- The vital importance of being conscious of our own cultural assumptions and expectations.
- Realising that our behaviours – while normal for us – can seem odd or confusing from the Australian perspective.

SESSION 3

- Decoding the Australian way of communicating, relating and behaving
- The cultural ideals of independence and equality that influence Australian communication style.
- Australian ideas of teamwork, management and leadership and how these can vary across cultures.
- Differences between East and West in persuasion, conflict management and arguing a case.

SESSION 2

- Building a cognitive map to help you navigate differences in thinking between China and Australia
- The distinctive features of English as a language system and the implication for thinking and behaving that neuroscientists are discovering.
- The present day impact of key cultural traditions drawn from Aristotle and the 'Judeo-Christian' tradition in Western cultures.
- Constructs of the 'self' in Western Individualist societies such as Australia.

SESSION 4

- Bringing it all together into a practical action plan that will reduce cultural risk and deliver sustained results
- The role of trust and rapport in building and keeping your key relationships – differences between China and Australia and how to bridge the gap.
- How to clarify meaning and repair misunderstanding in an ongoing way when working with Australians.
- The core skills in your toolkit: information structuring; establishing shared meaning; decoding what's really going on; emotion regulating and building a shared platform for action.
- Drawing up your personal action plan for long term success.